

Introducing a COAD

Pat Hamman, City Chaplain

***Informal Partnership
of
Community Organizations
Active in Disaster***

COAD Key Words

1. Unmet People Needs
2. Informal Partnership
3. Whole Community
4. Network
5. Relationships & Trust
6. Spontaneous
7. Flexible
8. Localize...Personalize
9. Readiness Response Recovery
10. Questions NOT Answers



WAVOAD



Local COAD Choices

1. Purpose for Existence
2. Relationship to EM
3. Geographical Boundaries
4. Community Sectors
5. Organizational Structure
 - a. Informal Partnership
 - b. Non-profit Legal Organ.
6. Percent % Focus on:
 - a. Readiness
 - b. Response / Rescue
 - c. Recovery
7. Meetings (length, frequency, times & Locations, content, etc.)
8. ICS and ROC

3 Types of COADs

1. Rural & Semi-rural

- –Many Square Miles
- –Sparse Population
- –May need to combine areas
(Carnation, Duvall, Fall City)

2. Suburban

- –20,000 to 60,000 Population
- –Large enough for resources...Small enough to “belong”
- –Identified, flexible Boundaries
(Redmond Community)

3. Urban

- –80,000 plus population
- –May require two or more COADs
- –Big City like Seattle 500,000+(10 COADs: Ballard, U District, etc)

COAD is Not...

- 1. *The* Recovery Resource**
- 2. Responsible for Recovery**
- 3. Regulations and Manuals**
- 4. EM-Driven**

COAD is...

- 1. Community Based**
- 2. EM Freedom**
- 3. Fruit Bearing**

Motivation Job #1

Not a Felt-need for COAD

We Must Sell COAD

Balance Cost and Return

They Must Own COAD

HOW?

Descriptive NOT Prescriptive!

Localize and Personalize

Let's Talk Recovery!

Your *most important* factor in effective recovery?

Your *greatest* influencer in a speedy recovery?

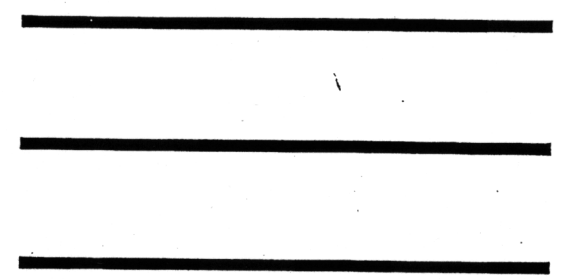
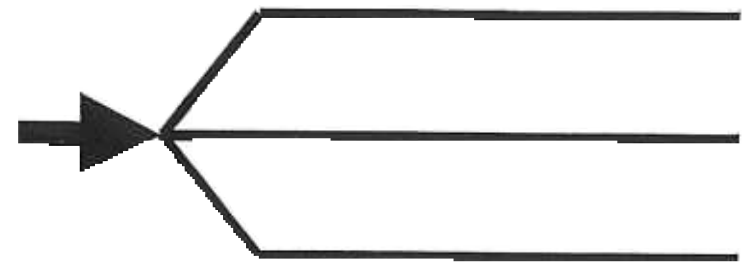
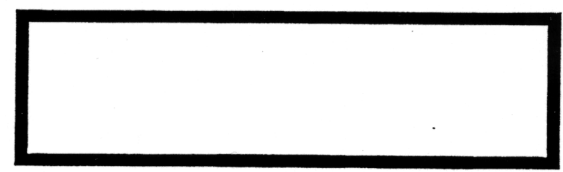
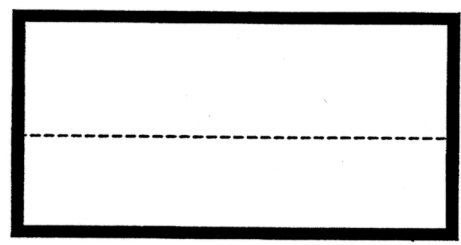
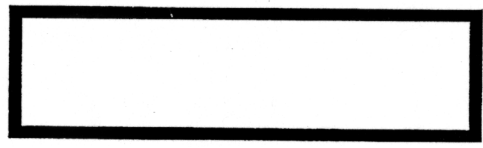
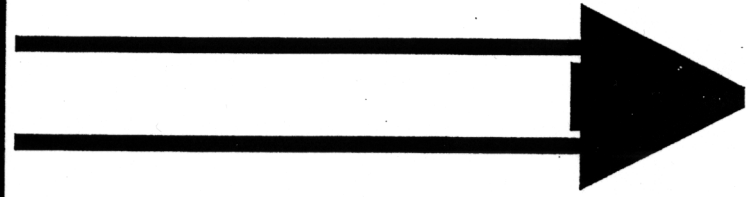
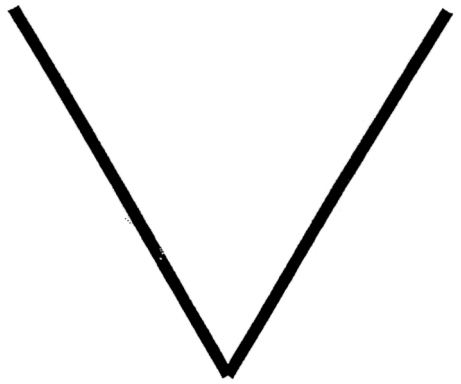
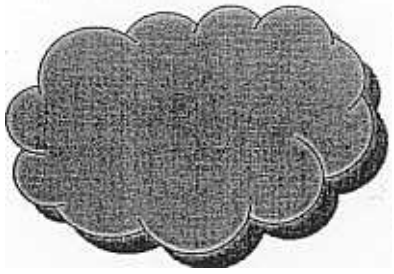
Your *untapped* resource in community recovery: especially in meeting unmet people needs?

ROC Basics

- 1 Receiving Information
- 2 Routing Information
3. Round-table
Problem-solving

COADs Need a V.C.C.
Victory Celebration Coordinator

Celebrate Relationships and all
Accomplishments, Big and Small!



Where's the Gap?

**Government
Agencies, Insurance**

+

**Personal Ability
Resources, Support**

=

RECOVERY

“returning to normalcy”

F.A.Q.'s

- 1. How can I Join?** *Attend*
- 2. How much will it Cost?**
Time? Money? Energy?
Your Choice.
- 3. What is my Legal Liability?**
Informal Partnership....
In Cooperation with your
Emergency Manager
- 4. What does a COAD do Best?**
Introductions and Information.
Strengthen Community.
- 5. What about Donations?**
Cash and/or In-kind? *501(c)3*

Redmond COAD

Community Organizations Active in Disaster

Facilitated by: Pat Hamman, City Chaplain

(425) 895-2429 Pat@CityChaplain.org

With the cooperative support of: Robert Schneider, City of Redmond Emergency Manager

(425) 556-2130 rschneider@ci.redmond.wa.us

Meets on: Fourth Tuesday monthly except June, July, August, and December

At Overlake Christian Church, Redmond, WA (425) 702-0303 www.OCC.org

2:00 to 4:00 P.M. All are invited and welcome.

1. **Mission Statement:** *We, the Redmond COAD, represent all six sectors of our community and exist to organize and deploy resources in an effective and timely manner in response to the unmet needs of community disaster survivors. We are an informal community partnership and participation is open to everyone. To *join*, simply attend one of our meetings and introduce yourself.*
 2. **Our purpose** is local disaster preparedness. We will address the unmet people-needs as we help champion a complete “RRR disaster” message:
 - Readiness: All-hazard 3-Day Disaster Preparedness and Mitigation.
 - Response: ESP rescue, C.E.R.T., safe/sanitary/secure, shelter/food, medical, communication, transportation, disaster agencies, individuals. Etc.
 - Recovery: Returning to “normalcy”... long-term co-operative community process.
 3. **Our priority** will focus on recovery, but we will actively champion readiness and response of the *three R's* in #2 above.
 4. We are building bridges and connections between Six Sectors of our Community, PLUS:
 - a. Government... fire, police, public works, communications, etc.
 - b. Schools... public and private
 - c. Businesses
 - d. Faith Community
 - e. Non-Profits
 - f. Neighborhoods... geographic, ethnic, cultural, demographically, etc.
 - g. PLUS specific representatives from the Red Cross, WAVOAD, FEMA, County and State Emergency Management, amateur radio, building/material suppliers, housing/shelter/food providers, medical/pharmaceutical and funeral homes.
 5. **Our meetings** are held eight times per year on the “fourth” Tuesday of each month.
 - a. Four relationship/information meetings.
 - b. Two training meetings... practical, hands-on and informative.
 - c. Two tabletop exercises... mock-events.
 - d. Sub-committees meet as needed.
 6. **Group meeting agenda** includes:
 - a. Building relationships... “getting to know/trust one another”.
 - b. Discovering and tackling the difficult questions that may be asked concerning potential local disasters.
 - i. Kinds of disasters and their potential impact.
 - ii. Will we need to feed, clothe, shelter, etc.?
 - iii. Do we replace, repair, rebuild, remodel, improve, provide, loan, refer,...?
 - iv. Where is the line? What are our local resources? Who can help?
 - v. What about needed cash? Cash donations?”
 - vi. How will we activate? What will it look like? Where will we set-up shop?”
 - c. We avoid overloading our meetings with too many procedures, facts, regulations, etc.
-

7. ***The Fourth Day*** is a key phrase for our COAD. Everyone is responsible to care for our “own” in the first three days. Unless circumstances require otherwise, we plan to mobilize our ROC (Recovery Operation Center) on *The Fourth Day* to help in the recovery process. If the event does not impact our community, we will mobilize as needed/requested to assist our neighbors.
8. **Recovery Teams** are divided into five areas of need. We have developed an ICS (Incident Command System) similar to that used by Emergency Service Personnel and Agencies. We call ours ***Individual Care & Support*** to help emphasize our mission.
 - a. Communications and Mobilization (Operations)
 - b. Facilities Equipment Supplies (Logistic)
 - c. Donations: Cash & In-Kind (Finance)
 - d. Needs & Resource Assessment (Planning)
 - e. Volunteers (Personnel, unique to COAD)
9. **Activating our COAD ROC** (Recovery Operation Center). Who will activate it? Why and when will it be activated? Where will it be activated? And where is the alternate location? What will it look like? How will all of this happen?
10. **Our recovery strategy** is to network, not to stockpile supplies. We want to be like a spontaneous jazz band, not like an orchestra with predetermined scores to play. We are an informal partnership of “musicians” from all six sectors of the City who are preparing to gather and play the needed “music” after a disaster.
11. **Benefits** to COAD participation... even if a disaster doesn’t occur:
 - a. New relationships and trust throughout the community.
 - b. Increase awareness of local vulnerability and mitigation opportunities.
 - c. Reduce stress and increase confidence in case of a disaster.
 - d. Increase synergism for other community projects.
 - e. Prepare to help neighboring communities if our community is not impacted.
 - e. Prepare to respond to a “small” localized disaster (i.e. apartment fire, flood, etc).
 - f. Inspire other communities to form a COAD.
 - g. Increase positive public relations and exposure for disaster preparedness.
12. **Obstacles** to the success of a COAD:
 - a. Self-sufficiency, independence, isolationism. False sense of security.
 - b. Politics, “agendas”, money, territorialism, etc.
 - c. Unpopularity of the topic---disaster.
 - d. Busy schedules and long commutes between home and the workplace.
 - e. Stalling in the “visioning” phase... too much talking and not enough action.
 - f. False perception that involvement will cost too much time and money.
 - g. Businesses don’t see any “profit” in COAD participation.
 - h. *Convincing people to join a COAD can be like selling life insurance to a teenager.*
13. **Basic summary**
 - a. Keep it simple and relational.
 - b. Don’t have too many meetings.
 - c. Keep the details and procedures to a minimum.
 - d. Be spontaneous and practical... that’s what you’ll need after an event.
 - d. Have fun... make some new friends along the way.
 - e. Keep asking, **“Where’s the gap?”** The *gap* will help identify the easily missed people-needs in the recovery process. The *gap* is the difference between what-is-needed for recovery and what-is-available from government, agencies, insurance, and personal abilities/resources/support. A COAD is one source of **assistance in bridging the gap**.

Redmond COAD History

- 2000** WAVOAD invited Redmond to “pilot” a COAD.
- 2001** Redmond COAD established. Nisqually 6.8m earthquake. Hosted regional *Fourth Day* recovery workshop. City of Redmond completed HIVA (Hazard Identification Vulnerability Analysis).
- 2002** Redmond COAD ROC (Recovery Operation Center) established. City of Redmond completed Mitigation Plan. Began helping other communities start their own COAD.
- 2003** Sharing our COAD model regionally and at State of Washington and National conferences.

COAD is the Brainchild of WAVOAD

Washington Voluntary Organizations Active in Disaster. They serve people through Cooperation, Communication, Coordination, and Collaboration in disaster responses.

www.wavoad.org

Redmond COAD Contacts

Facilitated by:

Pat Hamman, City Chaplain
(425) 895-2429 or 556-2697 or Pat@CityChaplain.org

With the cooperative support of:

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(425) 556-2130 or Rschneider@ci.redmond.wa.us

COAD Meeting Times & Locations

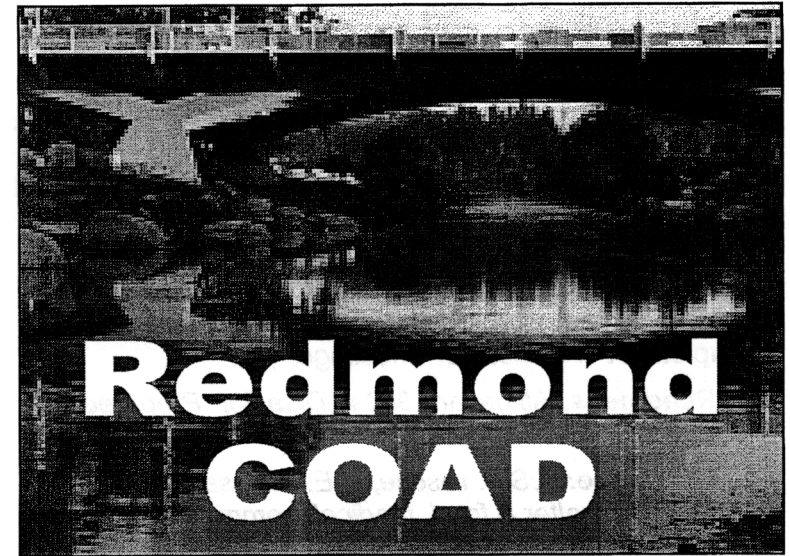
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Active in
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*Informal Partnership
addressing
Unmet People-Needs*

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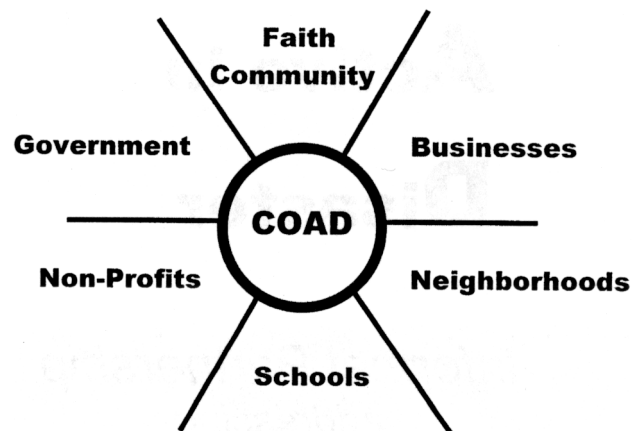
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- **Recovery:** Returning to “normalcy”...long-term cooperative community process.

All Are Welcome!

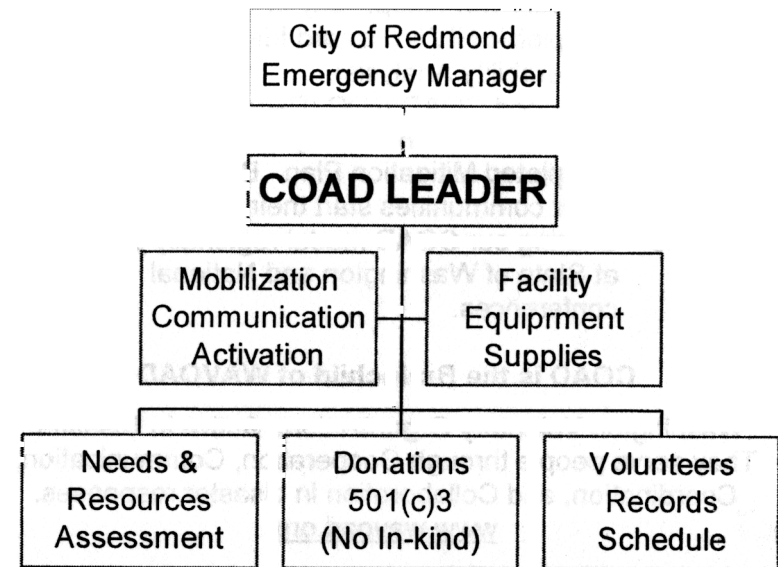
To join, attend one of our meetings and introduce yourself.

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COAD ICS

Individual Care & Support



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Serving the Whole City

City Chaplain is a faith-based, non-profit organization
serving Cities through crisis intervention and CARE-giving.

Asking the Father to send more CARE-givers into every City.
Matthew 9:35-38

Vision: A City Chaplain in every City.

Mission: One-by-one, establishing City Chaplains who will serve their whole City.

Core Values

1. **Virtues** consistent with the Bible.
2. **Relationships** built upon love, acceptance and forgiveness.
3. **Respect** for each person's dignity, conscience, and freedom of choice.
4. **Families** that provide security and nurture by honoring marriage and parenting.
5. **Community** where diversity, cooperation and partnership benefit everyone.
6. **Government** that serves and protects by restraining evil and promoting good.
7. **Faith Community** that contributes to the wholeness of a City.
8. **Servant Leadership** that gives one's self away for the benefit of others *and* for the glory of God.

What is a City Chaplain? Striving to be a servant like Jesus, a City Chaplain is devoted to caring for people while sharing God's love throughout their whole City and inspiring others to do likewise.

City Serving Objectives

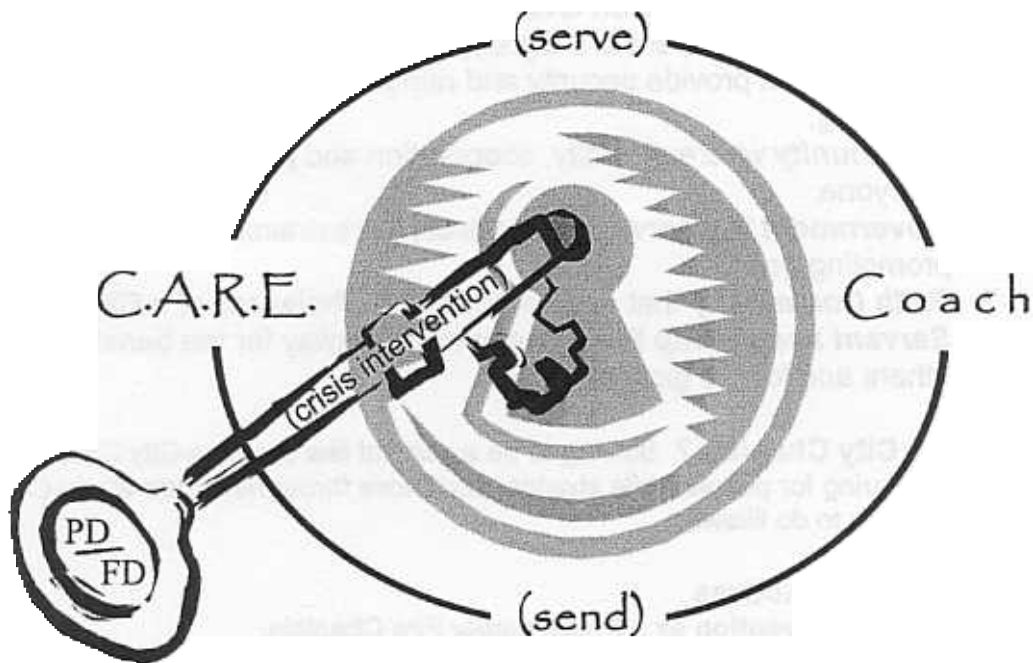
1. **Crisis Intervention** as a Police and/or Fire Chaplain.
 - a. Serve as a spiritual, emotional and relational "first responder".
 - b. Support Emergency Service Personnel and their Departments.
 2. **CARE-giving** throughout the City.
 - a. Serve by providing our City Chaplain services without cost.
 - b. Support by practicing the *ministry* of presence and the *gift* of availability.
 3. **Coaching** local churches and leaders.
 - a. Demonstrate CARE-giving and partnering in the City as a lifestyle.
 - b. Decrease the need for City Chaplain services as local Churches increase their City CARE-giving.
-

City CARE-giving

We define CARE as *service and support*. City Chaplains CARE for people and organizations in a broad range of circumstances – from crisis to celebration. Our CARE consists of four essential qualities:

1. **Compassion** – Feeling another's need or pain, and offering support or resources.
 2. **Acceptance** – Respecting all people, even when we don't agree with them or their actions.
 3. **Reflection** – Listening and helping others keep *life* in perspective.
 4. **Encouragement** – Offering hope, which strengthens and looks to the future.
- CARE-giving is a transferable concept, readily taught and caught...and potentially *multiplied* throughout a City.

The City Chaplain “Key”



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